

EVENT NOTIFICATION

To: Qwest Wholesale Customers
From: Qwest IT Wholesale Systems Help Desk
Date: November 19, 2002
Subject: System Event Notification

☐ Initial ☒ Update ☐ Closure

This Event Notification is sent to advise you that Qwest is experiencing trouble with the below system:

Ticket Number: 6089625 Ticket Severity: 2

Database Ticket: 1551212

Event Onset Description of Trouble: CLECs may be unable to submit Supp 2 LSRs, change of Due Date. CLECs will receive the error message "This is a supp 2 LSR due date change supplemental – only VER, DDD, APT CON, DDDO, APTTIME, DFDT, SUP, and EXP fields can change, please resubmit."

Time: 4:15 MTN

☐ AM ☒ PM

Date: 11/18/02

Business Impact: CLECs may be unable to submit Supp 2 LSRs, change of Due Date.

Work Around: CLECs may submit the LSR as Sup 3, Other with the change to Due Date in the Remarks. Reference Ticekt #6089625 in the remarks field. Alternatively see URL: www.qwest.com/wholesale/clecs/escalations.html for contact information and/or faxing in your request.

System/Application/

Process:

IMA-GUI – Release 11.0 only	<input checked="" type="checkbox"/>
IMA-EDI – Release 11.0 only	<input checked="" type="checkbox"/>
TELIS/EXACT	<input type="checkbox"/>
E-Commerce Gateway	<input type="checkbox"/>
CEMR	<input type="checkbox"/>
Resale Product Database	<input type="checkbox"/>
MEDIACC	<input type="checkbox"/>
Other:	<input type="checkbox"/>

Client Region:

Eastern	<input type="checkbox"/>
Central	<input type="checkbox"/>
Western	<input type="checkbox"/>
All Regions	<input checked="" type="checkbox"/>

Estimated resolution Time: xx:xx MTN ☐ AM ☐ PM Date: xx/xx/xx

Event Closure Resolution:

Time: xx:xx MTN

☐ AM ☐ PM

Date: xx/xx/xx

☐ System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.